Cisco WebAttendant User Guide

Cisco CallManager Release 3.0(5)
October 2000

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Preface

This preface describes the purpose, audience, organization, and conventions of this guide, and provides information on how to obtain related documentation.

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Purpose

Cisco WebAttendant provides a graphical user interface for controlling a Cisco IP Phone to perform attendant console functions. The *Cisco WebAttendant User's Guide* will help attendants to:

- Understand the Cisco WebAttendant interface and features

- Start Cisco WebAttendant and log in

- Go online to handle calls directed to you at the pilot number set up by your system administrator

- Use Cisco WebAttendant to answer, place, and direct calls

- Configure and use speed dial buttons

- Use the directory to look up directory numbers, direct calls, and view line status

Audience

This guide is a reference and procedural guide for users of Cisco WebAttendant. Installation and configuration information is provided for the system administrator in the *Cisco CallManager Administration Guide*.

Organization

The major sections of this guide are listed in the following table:

Chapter	Description
Chapter 1, "Getting Started"	Provides an overview of Cisco WebAttendant plus instructions for setting up your environment, starting Cisco WebAttendant, logging in, and going online to handle calls.
Chapter 2, "Handling Calls"	Describes how to place, answer, and direct calls using the action buttons.

Chapter 3, "Using the Directory"	Describes how to use the directory to look up directory numbers and view line status for users and resources configured in the Cisco CallManager database.
Chapter 4, "Using Speed Dials"	Describes how to use and configure speed dial buttons.
Chapter 5, "Troubleshooting"	Describes some common scenarios and provides an explanation or resolution for each.

Related Documentation

Refer to the following documents for further information about related Cisco IP Telephony applications and products:

- *Getting Started with the Cisco IP Phone 7960/7940*
- *Cisco IP Phone 7960/7940 Quick Reference Card*
- *Cisco IP Phone 12 SP+ Quick Reference Card*
- *Cisco IP Phone 30 VIP Quick Reference Card*

Conventions

Notes use the following conventions:

Note Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Tips use the following conventions:

Tips Means *the following are useful tips*.

Cautions use the following conventions:

Caution Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Obtaining Documentation

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at http://www.cisco.com, http://www-china.cisco.com, or http://www-europe.cisco.com.

Documentation CD-ROM

Cisco documentation and additional literature are available in a CD-ROM package, which ships with your product. The Documentation CD-ROM is updated monthly. Therefore, it is probably more current than printed documentation. The CD-ROM package is available as a single unit or as an annual subscription.

Ordering Documentation

Registered CCO users can order the Documentation CD-ROM and other Cisco Product documentation through our online Subscription Services at http://www.cisco.com/cgi-bin/subcat/kaojump.cgi.

Nonregistered CCO users can order documentation through a local account representative by calling Cisco's corporate headquarters (California, USA) at 408 526-4000 or, in North America, call 800 553-NETS (6387)

Obtaining Technical Assistance

Cisco provides Cisco Connection Online (CCO) as a starting point for all technical assistance. Warranty or maintenance contract customers can use the Technical Assistance Center. All customers can submit technical feedback on Cisco documentation using the web, e-mail, a self-addressed stamped response card included in many printed docs, or by sending mail to Cisco.

Cisco Connection Online

Cisco continues to revolutionize how business is done on the Internet. Cisco Connection Online is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information and resources at anytime, from anywhere in the world. This highly integrated Internet application is a powerful, easy-to-use tool for doing business with Cisco.

CCO's broad range of features and services helps customers and partners to streamline business processes and improve productivity. Through CCO, you will find information about Cisco and our networking solutions, services, and programs. In addition, you can resolve technical issues with online support services, download and test software packages, and order Cisco learning materials and merchandise. Valuable online skill assessment, training, and certification programs are also available.

Customers and partners can self-register on CCO to obtain additional personalized information and services. Registered users may order products, check on the status of an order and view benefits specific to their relationships with Cisco.

You can access CCO in the following ways:

- WWW: www.cisco.com

- Telnet: cco.cisco.com

- Modem using standard connection rates and the following terminal settings: VT100 emulation; 8 data bits; no parity; and 1 stop bit.

    - From North America, call 408 526-8070

    - From Europe, call 33 1 64 46 40 82

You can e-mail questions about using CCO to cco-team@cisco.com.

Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to warranty or maintenance contract customers who need technical assistance with a Cisco product that is under warranty or covered by a maintenance contract.

To display the TAC web site that includes links to technical support information and software upgrades and for requesting TAC support, use www.cisco.com/techsupport.

To contact by e-mail, use one of the following:

Language	E-mail Address
English	tac@cisco.com
Hanzi (Chinese)	chinese-tac@cisco.com
Kanji (Japanese)	japan-tac@cisco.com
Hangul (Korean)	korea-tac@cisco.com
Spanish	tac@cisco.com
Thai	thai-tac@cisco.com

In North America, TAC can be reached at 800 553-2447 or 408 526-7209. For other telephone numbers and TAC e-mail addresses worldwide, consult the following web site: http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml.

Documentation Feedback

If you are reading Cisco product documentation on the World Wide Web, you can submit technical comments electronically. Click **Feedback** in the toolbar and select **Documentation**. After you complete the form, click **Submit** to send it to Cisco.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, for your convenience many documents contain a response card behind the front cover. Otherwise, you can mail your comments to the following address:

Cisco Systems, Inc.
Document Resource Connection
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate and value your comments.

C H A P T E R 1

Getting Started

Cisco WebAttendant provides a graphical user interface (GUI) for controlling a Cisco IP Phone to perform attendant console functions. You can use Cisco WebAttendant to handle calls for an entire company or for a department within a company. It can also be used by an individual to manage calls coming into a single Cisco IP Phone.

Using Cisco WebAttendant, you can:

- Answer, place, manage, or direct calls

- Configure and use speed dial buttons

- Look up directory numbers, manage or route calls, and view line status for users and resources contained in the Cisco CallManager database at your site

Cisco WebAttendant works in conjunction with a Cisco IP Phone. The number of lines configured by your system administrator for your Cisco IP Phone determines the number of available Smart Lines (SLs) on Cisco WebAttendant (up to eight lines). For Cisco WebAttendant to work properly, your Cisco IP Phone must have buttons assigned for Hold and Transfer. If you intend to use a headset, an Answer/Release button must also be assigned.

Figure 1-1 shows an overview of the Cisco WebAttendant user interface:

Figure 1-1   The Cisco WebAttendant Interface

Status	Directory Number	First Name	Last Name	Department
📞	1001	Karen	Johnson	Engineering
	1002	John	Smith	Marketing
	1003	Pierre	Dupont	QA
	1004	Elizabeth	Tesche	Admin
	1005	Thomas	Shelton	Engineering
📞	1006	Charles	Munro	Engineering

Cisco WebAttendant Interface

The interface is comprised of several areas. Each area is described in detail in the following sections.

Display Area

The display area is located in the upper left corner of the Cisco WebAttendant. By looking at the display area, you can see:

- The call action in progress (for example, 1001 for 2001)
- The state of the Telephony Call Dispatcher server (either SRV or No SRV)
- Whether you are logged in or not
- Whether you are online or offline

The numbers you dial appear in the upper right corner of the display area.

Action Buttons

The action buttons are located in the upper middle of the Cisco WebAttendant: Use the action buttons to log in or out, go online or offline, view settings, and handle calls. Refer to the "Handling Calls" section on page 2-1 for information about using action buttons.

Speed Dial Area

The speed dial area, located on the upper right area of Cisco WebAttendant, allows you to program speed dial numbers, place calls using the speed dials, and monitor phone status for speed dial lines. There are two columns of speed dial buttons that provide up to 26 different speed dial numbers.

The speed dials have two areas:

- A button area that displays the line status and up to six digits of the speed dial number. The line status icons indicate the following states:
  - Blue line—The phone is available.
  - Red line—The phone status is unknown.
  - Blue phone icon—The phone is busy.
- A longer display area that allows you to enter a description of the speed dial number

Refer to the "Using Speed Dials" section on page 4-1 for information about setting up and using speed dial buttons.

Smart Line Area

The Smart Line (SL) area, located beneath the display on the left side of the Cisco WebAttendant, displays from one to eight SLs, depending on the number of lines configured by your system administrator for the Cisco IP Phone you are using with Cisco WebAttendant.

Three SL states are reflected by action and color in the SL button area:

- Solid light blue SL—The line is active.
- Flashing yellow SL—A call is ringing on the line.
- Flashing red SL—The line has a call on hold.

Status

The status display, located on the lower left area of the Cisco WebAttendant, shows the status of the phone line for each entry in the directory. The icons in the status area indicate the following states (these are identical to the line status icons displayed for the speed dial buttons):

- Blue line—The phone is available.

- Red line—The phone status is unknown.

- Blue phone icon—The phone is busy.

Directory

The directory, located at the bottom of the Cisco WebAttendant, displays line number, line status, and user information from the Cisco CallManager user directory database. You can click a column header to sort the column in ascending order, or search the directory by typing a letter or number in the title bar of the column you want to search. You can double-click on directory numbers or drag directory numbers onto the buttons in the Smart Line (SL) area to place calls. Refer to the "Using the Directory" section on page 3-1 for more information about looking up directory numbers and placing calls.

Before You Begin

After your system administrator installs and configures Cisco WebAttendant and associates it with a Cisco IP Phone (through the Cisco WebAttendant Settings dialog box), you can set up your working environment.

Follow these steps to set up your environment:

Step 1 Make sure that the Internet Explorer Version 4.0 or greater web browser is installed on your system with ActiveX is enabled. See your system administrator for more information.

> **Note** Cisco WebAttendant will not work in conjunction with Netscape Navigator.

Step 2 Attach a headset to your Cisco IP Phone, if available.

> **Tips** We recommend using a headset with Cisco WebAttendant if you expect to handle a large call volume or you expect to perform other duties while using Cisco WebAttendant. The headset allows you to use Cisco WebAttendant without picking up the handset of the associated Cisco IP Phone. To use a headset, the phone must have an Answer/Release button.

Step 3 You are now ready to begin using Cisco WebAttendant. Refer to the "Starting Cisco WebAttendant" section on page 1-7 for instructions.

Starting Cisco WebAttendant

Use the following procedure to start Cisco WebAttendant.

Step 1   Start Cisco WebAttendant in either of the following ways:

- Select **Start > Programs > Cisco WebAttendant > Cisco WebAttendant**.

- If Internet Explorer is not your default web browser, open Internet Explorer and type the following URL into the Location (URL) field:

  C:*install_path*\WebAttendant\bin\WebAttendant.htm

  where *install_path* is the path to the Cisco WebAttendant installation.

  For example, if Cisco WebAttendant was installed in the default location, you would enter the following into the Location (URL) field:

  C:\Program Files\Cisco\WebAttendant\bin\WebAttendant.htm

Once you have entered the appropriate URL, the Cisco WebAttendant web page appears in the Internet Explorer browser, and displays the message "Please wait for the Cisco WebAttendant to load."

Step 2   Click **Yes** if an Internet Explorer dialog appears with this message: "Some software (ActiveX controls) on this page might be unsafe. It is recommended that you do not run it. Do you want to run it?"

The Cisco WebAttendant client is launched in a new window.

You are now ready to log in and go online.

Logging In and Going Online

Perform the following steps to log in and go online to handle calls:

Step 1   Click the **Login** button in Cisco WebAttendant.

Cisco WebAttendant checks the information provided by the system administrator in the Settings dialog box and accesses the user directory information for your company.

Logging in enables you to use Cisco WebAttendant to answer, place, and direct calls, view line status, use the directory, and configure and use speed dial buttons.

Your Cisco WebAttendant user ID and password should already be set up for you. Contact your system administrator if you can not log in.

Step 2   Click the **Go Online** button in Cisco WebAttendant.

When you go online, the Telephony Call Dispatcher is notified that you are available to answer calls directed to you at the pilot number set up by your system administrator.

Going Offline and Logging Out

When you are not using Cisco WebAttendant, go offline to notify the Telephony Call Dispatcher that you are unavailable for handling calls. At the end of the day, go offline, log out, and close Cisco WebAttendant.

- To go offline and log out, click **Go Offline**, then click **Logout**.

- If you need to stop handling calls for a short period, click **Go Offline**. When you want to resume handling calls, click **Go Online**.

- To exit Cisco WebAttendant completely and close the application window, click the **Close** button on the title bar.

The Go Online/Go Offline and the Login/Logout buttons are context-sensitive. If you are online, the Go Offline button is displayed. If you are offline, the Go Online button is displayed. When you are logged in, the Logout button is displayed, and so on.

Viewing Settings

The Settings dialog box allows your system administrator to set certain values that enable communication between the Cisco CallManager server, the associated Cisco IP Phone, and the Cisco WebAttendant client application. Detailed information about the Settings dialog box is provided in the *Cisco CallManager Administration Guide*.

⚠

Caution   The WebAttendant User ID and WebAttendant Password are the only settings that you might need to modify. Do not change any of the other values specified in the Settings dialog box unless instructed to by your system administrator. Doing so may cause Cisco WebAttendant to stop working.

To view Cisco WebAttendant settings, click **Settings**.

The WebAttendant User ID and WebAttendant Password fields are assigned by your system administrator and should already be set up for you. To change passwords, notify your system administrator.

Viewing Settings

Handling Calls

There are many ways to answer, dial, and direct calls with Cisco WebAttendant. You can use the mouse, PC keyboard keys and numeric keypad, a combination of mouse and numeric keypad, or the Cisco IP Phone associated with Cisco WebAttendant to perform these functions.

The rest of this section provides detailed instructions for:

- Answering a Call, page 2-2
- Ending a Call, page 2-2
- Placing a Call on Hold, page 2-3
- Retrieving a Call from Hold (Unhold), page 2-3
- Transferring a Call, page 2-4
- Placing a Call, page 2-5

Answering a Call

When an incoming call is received, the appropriate Smart Line (SL) button changes from solid dark blue to flashing yellow. When the call is answered and the caller is connected, the SL button changes to solid light blue.

Use any one of the following methods to answer a call. All methods achieve the same result and can be used interchangeably.

- Click or double-click the flashing yellow SL button.
- Press the number key on your PC keyboard (not the one on the numeric keypad) that corresponds to the SL line (for SL 1, press **1**, and so on).
- Press the **A** key on your PC keyboard while the yellow SL button is flashing.
- Use the mouse to drag the flashing yellow SL button onto the **ANSWER** button.
- Press the line button with the incoming call on the Cisco IP Phone.

Ending a Call

Use any of the following methods to end (disconnect) an active call. All methods achieve the same result and can be used interchangeably.

- Click the **HANGUP** button.
- Press the **D** key or the **DELETE** key on your PC keyboard.
- Press the **Del** key on the numeric keypad on the right side of your PC keyboard.
- Use the mouse to drag the active Smart Line (SL) onto the **HANGUP** button.
- Use the Cisco IP Phone to end the call (for example, lift and replace the handset, press Speakerphone, or press the EndCall softkey).

Placing a Call on Hold

You can place an active call on hold to take another incoming call or to check whether the intended recipient is available. When a call is placed on hold, the Smart Line (SL) button for that line flashes red.

Use any of the following methods to place a call on hold. All methods achieve the same result and can be used interchangeably.

- Right-click with the mouse over the active line.

- Click the **HOLD** button.

- Press the **H**, +, =, or **left arrow** key on your PC keyboard.

- Use the mouse to drag the active SL button onto the **HOLD** button.

- Use the Cisco IP Phone to place the call on hold.

Retrieving a Call from Hold (Unhold)

When a call is retrieved from hold, the flashing red Smart Line (SL) button changes to solid light blue and the caller is connected to you.

Use any of the following methods to retrieve the call. All methods achieve the same result and can be used interchangeably.

- Click or double-click the SL button or line for the call that is on hold.

- Press the number key on your PC keyboard that corresponds to the SL line of the call that is on hold. For example, if SL 1 is on hold, press **1** to retrieve the call.

- Use the mouse to drag the SL button for the call that is on hold onto the **UNHOLD** button.

- Select the line that is on hold, then press the **U**, **-** (minus), or **right arrow** key.

- Use the Cisco IP Phone to retrieve the call from hold.

Transferring a Call

You can transfer an active call (when the SL button is solid light blue). When the call is transferred, the caller is connected to the person you designate.

Use any of the following methods to transfer a call. All methods achieve the same result and can be used interchangeably.

Select the line to be transferred, then:

- Use the numeric keypad on your PC keyboard to type in the number you want to transfer the call to, then click the **XFER** button.

- Click the name or number in the Speed Dial area.

- Double-click the name or number in the directory.

- Drag the active SL button onto the name or number in the directory or Speed Dial area.

- Dial the number using the numeric keypad on your PC keyboard, then press the **T** key on your PC keyboard.

- Use the Cisco IP Phone to transfer the call (press Transfer, dial the number of the person you want to transfer the caller to, and press the Transfer button again).

Placing a Call

You can place calls when a line is available.

Use any of the following methods to place a call. All methods achieve the same result and can be used interchangeably.

- Use the numeric keypad on the right side of your PC keyboard to dial the number, then click the **DIAL** button.

> **Note**   **Num Lock** must be enabled when using the numeric keypad to dial calls.

- Double-click on a directory number to automatically dial that number.

- Click a speed dial button to automatically dial that number.

- Drag a speed dial button or directory number onto an available SL button or line.

- Press the number key on your PC keyboard that corresponds to an available SL line, use the numeric keypad on the right side of your PC keyboard to dial a number, then press the **M** key or **Enter**. For example, to make a call on SL 2, press the **2** key, dial the number on the numeric keypad, then press **M** or **Enter**.

- Use the Cisco IP Phone to dial the number.

> **Tips**   When using the keyboard to select lines and make calls, use the number keys on the PC keyboard to select the corresponding Smart Line (for example, press **1** to select SL 1). Use the numeric keypad on the right side of the PC keyboard to dial the number.

> **Tips**   If you make a mistake when using the numeric keypad to dial the number, press the **Backspace** key to erase.

Placing a Call

Using the Directory

Cisco WebAttendant provides a listing of the telephone extensions at your company. You can use this directory to:

- Look up directory numbers and place calls
- Determine if a phone is in use

The Cisco WebAttendant directory uses the Cisco CallManager user directory database. Any user or resource that is identified in the User area of Cisco CallManager Administration is available in the directory. The Cisco CallManager directory database is maintained by your system administrator. If you need people or resources such as conference rooms added to the directory, ask your system administrator to update the database with this information.

Figure 3-1 shows the directory area of Cisco WebAttendant.

Figure 3-1   Cisco WebAttendant Directory

Status	Directory Number	First Name	Last Name	Department
☎	1001	Karen	Johnson	Engineering
	1002	John	Smith	Marketing
	1003	Pierre	Dupont	QA
	1004	Elizabeth	Tesche	Admin
	1005	Thomas	Shelton	Engineering
☎	1006	Charles	Munro	Engineering

The directory provides the following information:

- Status—Displays a solid blue line when a telephone is available, a blue phone icon if the telephone is busy, and a solid red line if the state is unknown. An unknown state in the directory status area generally means the directory number cannot receive calls.

- Directory Number—Displays the telephone extension.

- First Name, Last Name, and Department columns—Each of these columns displays additional information about a directory number. If any of these fields are blank, the information has not been provided in the User area of Cisco CallManager Administration. Your system administrator can update these fields for you.

Sorting the Directory

You can sort the directory in ascending order by directory number, last name, or first name.

To sort the directory in ascending order, click a column header (Directory Number, Last Name, or First Name).

Locating a Specific Name or Number in the Directory

You can also type in the column header to locate a name or number that you specify.

Perform the following steps to locate a specific name or number in the Directory.

Step 1   Click the Directory Number, First Name, or Last Name column header.

It turns into a white box you can type in.

Step 2   Enter the directory number, last name, or first name in the box, depending on which column header you selected.

You do not have to type the entire name or number.

Step 3   Press **Return**.

The directory list scrolls to the nearest entry matching the characters you typed.

For example, if you are looking for directory number 4452, click the Directory Number column header. It turns into a white box in which you can enter values. Type 4452, press **Enter**, and the list will scroll to the nearest entry matching the characters you entered.

As another example, if you are looking for a user with the last name "Clark," click the Last Name column header in the directory and enter the letters "Cla" to scroll the directory to the nearest matching entry.

Using the Directory to Place Calls

To use the directory to place calls:

- Double-click on a directory number in the Directory to automatically dial that number.

- Drag a directory number from the Directory onto an available Smart Line (SL) button.

Using the Directory to Place Calls

Using Speed Dials

Cisco WebAttendant provides 26 buttons that can be set up for speed dialing. You can program the buttons to

- Speed dial an outside number (only six digits will appear in the button).

- Speed dial an internal directory number for an employee who receives a large volume of calls.

    This feature is particularly useful if you have customer support or sales groups in your organization.

The speed dial area is located in the upper right corner of Cisco WebAttendant. The 26 available speed dial buttons are arranged in two columns. When Cisco WebAttendant is used for the first time, no speed dial buttons are set.

The speed dial area indicates the status of the user's phone using the same icons as in the directory status area, as shown in Figure 4-1.

Note Cisco WebAttendant can only display available or busy status for Cisco IP Phones within your system. A red line (unknown status) will be displayed in the status area for speed dials to outside lines. You can still direct calls to these lines.

Figure 4-1   Speed Dial Area

Setting Speed Dial Buttons

You can set the speed dial buttons by selecting directory numbers from the directory or by using the Button Configuration dialog box.

Using the Directory to Set Speed Dial Buttons

To set a speed dial button using the directory:

Step 1   Select a directory number or name in the directory.

**Step 2**   Use your mouse to drag the line from the directory and drop it onto an available speed dial button.

The directory number (up to six digits) is displayed in the button and the name (up to 14 characters) is displayed next to the number. The speed dial button has been programmed and is available for use.

Configuring Speed Dial Buttons

To set a speed dial button using the Button Configuration dialog box:

Step 1   Right-click the mouse over the speed dial button you want to configure.

A menu is displayed.

Step 2   Click **Button Configuration**.

The Button Configuration dialog box is displayed.

Figure 4-2   Button Configuration Dialog Box
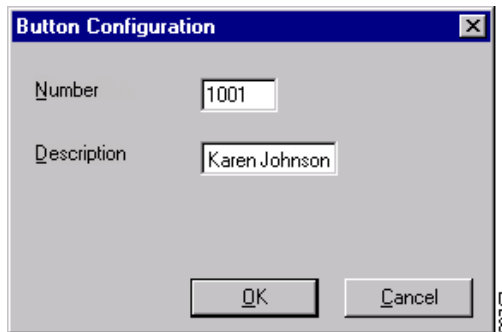
Step 3   In the Number box, enter the telephone number you want to program for this speed dial button, including any access codes for an outside line, such as 9, or a long distance code or area codes, such as 1972 or 972. Only six digits will display on the button.

Only digits can be entered in this field. Do not include dashes or spaces in the phone number.

Step 4   In the Description box, enter a description for the speed dial, such as a name or the complete number. Because the Number displays only six digits, the description can be very important. You can type up to 14 alphanumeric characters.

Step 5   Click **OK**.

The speed dial button has been programmed and is available for use.

Placing Calls with the Speed Dial Buttons

To place calls using the speed dial buttons:

- Click on a speed dial button to automatically dial that number.

- Drag and drop a speed dial button onto an available Smart Line (SL) button.

Troubleshooting

This chapter describes common questions or situations relating to the function or performance of Cisco WebAttendant.

Login failed. How do I correct this?
Contact your system administrator to verify and update the following information:

- The MAC address for the Cisco IP Phone you are using in conjunction with Cisco WebAttendant

- The IP addresses or DNS names for the Telephony Call Dispatcher (TCD) and ports

- The WebAttendant User ID and password

This information can be verified by clicking the Settings button in Cisco WebAttendant.

All my Smart Lines (SLs) disappeared and the display line is red, indicating there is no server.
The Cisco CallManager or the network connection has failed, or the Cisco IP Phone associated with Cisco WebAttendant has registered with a different Cisco CallManager. You can wait a short while, then periodically try to log in to Cisco WebAttendant.

Contact your system administrator if the problem persists.

Cisco WebAttendant is running but will not let me log in.
The Cisco CallManager has failed or has not been started, or the network connection has failed. Contact your system administrator.

There are three icons in my System Tray. What are those for?

A small blue phone (IP Telephone Console), a 3P (Third Party Control), and a red LS (Line Status Client) are all icons associated with Cisco WebAttendant. When Cisco WebAttendant is running, these icons should display in your System Tray.

**Only directory numbers are displayed in the Directory; no names are displayed.**

The information in the Directory is directly determined by the information in the User area of Cisco CallManager Administration. Contact your system administrator and request that the User area be updated with complete information for each person or directory number in the system.

The number in the speed dial button does not display properly.

The speed dial button allows only six digits to display, therefore, the entire number may not be shown. You can use the Description (the area next to the button) to display the entire number. See "Configuring Speed Dial Buttons" section on page 4-3 for more information.

I want to change the colors on the buttons and labels.

Currently, only the default colors are available.

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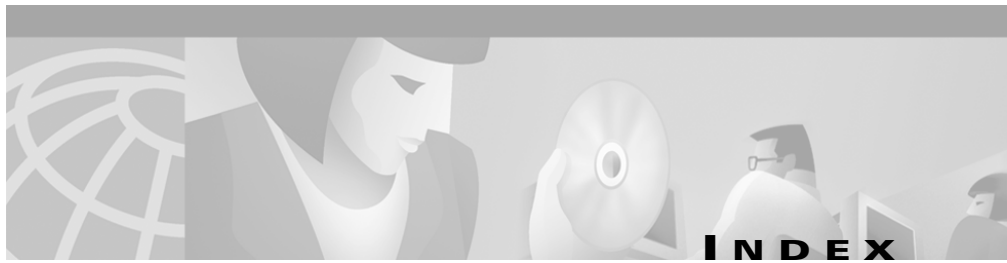
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